

TO: Mail Stop 8  
Director of the U.S. Patent & Trademark Office  
P.O. Box 1450  
Alexandria, VA 22313-1450

**REPORT ON THE  
FILING OR DETERMINATION OF AN  
ACTION REGARDING A PATENT OR  
TRADEMARK**

In Compliance with 35 § 290 and/or 15 U.S.C. § 1116 you are hereby advised that a court action has been filed in the U.S. District Court Northern District of California on the following:  
( ) Patents or (X) Trademarks

DOCKET NO:  
15-cv-01745-KAW

DATE FILED:  
April 17, 2015

UNITED STATES DISTRICT COURT  
Ronald Dellums Federal Building  
1301 Clay Street, Room 400 South  
Oakland, CA 94612

PLAINTIFF:  
24/7 Customer, Inc.

DEFENDANT:  
24x7ChatAgents

| PATENT OR TRADEMARK NO. | DATE OF PATENT OR TRADEMARK | HOLDER OF PATENT OR TRADEMARK |
|-------------------------|-----------------------------|-------------------------------|
| 1. 4,429,355            |                             | See attached complaint        |
| 2. 4,488,955            |                             |                               |
| 3. 3,152,855            |                             |                               |
| 4.                      |                             |                               |
| 5.                      |                             |                               |

In the above-entitled case, the following patent(s) have been included.

DATE INCLUDED INCLUDED BY:  
( ) Amendment ( ) Answer ( ) Cross Bill ( ) Other Pleading

| PATENT OR TRADEMARK NO. | DATE OF PATENT OR TRADEMARK | HOLDER OF PATENT OR TRADEMARK |
|-------------------------|-----------------------------|-------------------------------|
| 1.                      |                             | See attached complaint        |
| 2.                      |                             |                               |
| 3.                      |                             |                               |
| 4.                      |                             |                               |
| 5.                      |                             |                               |

In the above-entitled case, the following decision has been rendered or judgment issued:

DECISION/JUDGEMENT:

Richard W. Wicking, Clerk

(by) Deputy Clerk, Cynthia Lenahan

- Copy 1 – Upon initiation of action, mail this copy to Commissioner  
Copy 2 – Upon filing document adding patent(s) mail this copy to Commissioner  
Copy 3 – Upon termination of action, mail this copy to the Commissioner  
Copy 4 – Case file copy